

Premium  
Internet



Vicwest.  
Community  
Telco® 

---

WHERE PERSONAL SERVICE MATTERS

## Community Telco: A local contributor offering personal service and powerful solutions

It's a proven fact that when commercial revenue stays in a region, the region grows stronger. An initiative of Bendigo and Adelaide Bank, Community Telco was created to capture everyday telco expenditure that would normally leave our region.

We provide premium grade business services, delivered with a high level of personal service from your local account manager. No automated answering systems, you'll be serviced by dedicated staff – we're right there when you need us.

By aggregating local demand and providing business solutions, your local Community Telco can offer you a range of national products and services at a comparable price but with far greater personal service than any other telco.

## Introducing our new premium internet services – they're fast, flexible and personal

Community Telco is pleased to open up the endless possibilities that premium access types can bring to local businesses. Our suite of premium internet services include:

### Midband Ethernet & EFM (Ethernet in the First Mile)

By bonding multiple copper pairs, these services enable upload and download speeds close to those of fibre without the build costs of fibre. These services can be of benefit to professional services firms with 10 or more employees such as medium sized law firms, accountancy practices, large retail outlets, car dealerships, or online businesses, allowing them to host video content or be accessed via remote desktop sessions from smaller or home offices. (Midband Ethernet is capable of up to 20Mbps/20Mbps, EFM up to 10Mbps/10Mbps).

### SHDSL

SHDSL allows symmetrical download and upload speeds and can provide upload speeds up to seven times faster than ADSL upload speeds. Ideal for offices needing to send files, host video content, or be accessed via remote desktop sessions from smaller offices or teleworkers.

### Fibre connectivity

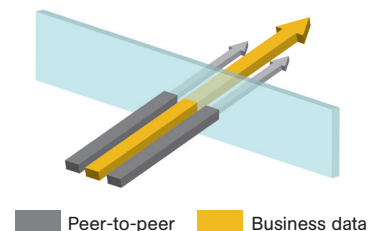
Premium performance Ethernet links with interstate and local coverage, allowing large corporate companies situated in major cities and regional centres with multiple branches/offices to access scalable speeds starting at 2Mbps.

These services offer access speeds and service agreements above and beyond those available to residential users. Your local Community Telco representative is on hand to discuss your business requirements and help you decide which access type will bring you the most value and benefits.

## A new focus on business data

Community Telco has placed data rate restrictions of 64kbps on all peer-to-peer traffic across the network.

Customers downloading music, videos, etc. on a peer-to-peer platform (i.e. non-business type activities) will have those downloads slowed so priority can be given to business data traffic.



## Great additional value

You can view your usage patterns on your new plan via an online data usage meter, known as 'MyServiceCentre', which also enables notifications to be sent to you when you are approaching your limit.

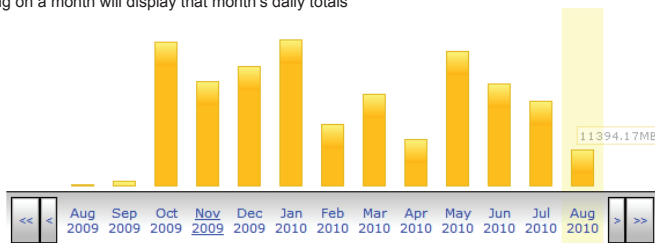
There are no excess data charges - when you reach your limit your service will be slowed instead.

And to make things even easier, all your Community Telco services will be on the one bill.

## Example of a usage chart

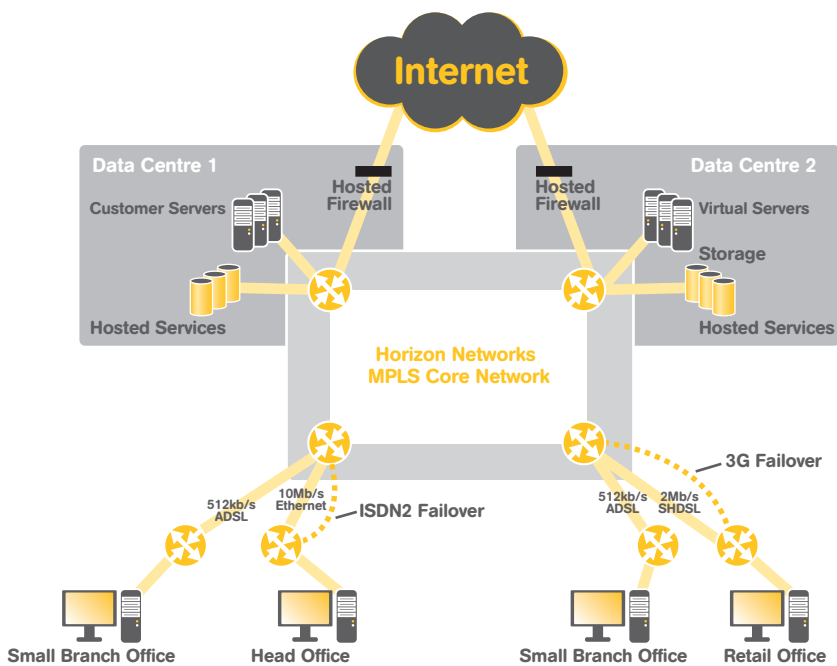
### Monthly Usage Details

Clicking on a month will display that month's daily totals



## Reliable core network

Our network is highly stable with 99.95% targeted uptime; reliable enough to service a major Australian bank.



## Performance

Our fully protected and redundant backbone is engineered to support your access demands, providing high throughput and efficiency.

## Our local advantage

With these great new business products the strengths of Community Telco become even clearer.

We provide an unparalleled level of personal service, as well as the support we give to our local community.

When your business signs with your local Community Telco your money stays in the community, helping keep your region strong. The stronger the region, the better for business.



1300 835 261  
[vicwest.communitytelco.com.au](http://vicwest.communitytelco.com.au)



---

WHERE PERSONAL SERVICE MATTERS